



RFP # 2025114 Managed IT Services

RFP Question and Answer Document

Question #	Questions	Response
1	The assessment will be paramount to determining the level of effort needed for support. Is it possible to do the Assessment as phase-1 to give you a better level of effort for phase-2?	Yes
2	How current is the documentation for your environment?	Up-To-Date
3	What are the total amounts of network devices (routers, switches, firewalls)?	1 Firewall, 1 Physical Server, 3 Switches, 3 Virtual Servers, 1 ATT Router
4	Who are the manufacturers?	Firewall - Fortigate 100F/ Physical Server - ProLiant DL380 Gen 10 / Switches - Aruba 2530-24G, Aruba 2930F 48G PoE+ 4SFP / Virtual Servers MS Windows Server 2022 DataCenter Azure Addition 10.0.20348, MS Windows Server 2019 Standard 10.0.17763
5	Are there any VPN tunnels?	Yes, Forti Client
6	What is the total amount of physical locations and how are they connected?	1
7	For the 40 users, what is the total amount of trusted assets?	2
8	Are there any on-prem servers?	Yes
9	Are there any on-prem hyperservers?	No
10	Who is the public cloud vendor of choice? (AWS, Azure, GCP)	Azure
11	What is the total amount of datacenters within your infrastructure?	Virtual and Cloud servers are hosted physically on-site. We have zero off-site datacenters
12	Have all critical systems been identified?	Yes
13	Is Microsoft InTune currently deployed within your AD Domain?	Not that we are aware of

14	Is there a current help desk in place today for 8a-5pm support? If so, how many team members and what ticketing system are you using?	Current help desk is operated through current vendor.
15	Are there any additional operating systems outside of windows?	No
16	Is there a list of supported software/applications that you work with?	All outside software is supported by the software vendor
17	Are there any incumbent companies that you work with?	AccountabilIT provides our current Managed IT Services
18	Will the initial project require any procurement to start the projet?	No
19	Are there any software/hardware needs that you can disclose to us that will help with the scoping process?	Not at this time
20	Is there an incumbent company today with an inventory (and/or monitoring) of HW and SW today?	AccountabilIT provides quotes, STAR Transit procures the hardware and software.
21	Who is the incumbent on this contract and how long have they been providing services to STAR Transit?	AccountabilIT - 4 1/2 years
22	What was the annual spend for these services in 2024 and 2023?	N/A - As part of the competitive bid process will not be disclosing this information.
23	What is the anticipated budget for 2026?	N/A
24	Are there any quality or service concerns with the incumbent and if so, how can the new provider improve?	There are no concerns.
25	How many service tickets are submitted each month?	Estimated 40
26	Can you share STAR Transit's storage environment details (current capacity and backup utility)?	N/A
27	Are you leveraging Storage as a Service and will this be a requirement moving forward?	Not that we are aware of
28	Can you share the current help desk ticket volume and supported applications?	Estimated 40
29	Can you share if STAR Transit has any on-site support expectations and frequency?	There are no on-site expectations unless it is necessary.
30	Do you have a Endpoint Detection and Response (EDR) tool? If so, can you provide details?	Yes, through Azure Sentinel
31	Are there any other security tools in use?	Microsoft Defender
32	Can you provide more detail about the existing network topology (no. firewalls, switches, routers, VPNs, wireless infrastructure)?	1 Firewall, 1 Physical Server, 3 Switches, 3 Virtual Servers, 1 ATT Router, 1 VPN

33	Are there any on-premises systems in addition to the cloud-hosted servers?	1 - physical server, 3 - Switches, 1 - Router
34	What specific O365 licenses (E3, E5, GCC, etc.) are currently in use?	MS Defender, MS O365 P2, MS 365 Business Premium, MS 365 Business Standard, MS 365 Business Basic
35	What are the critical business applications beyond O365 that require management or integration support?	Network connectivity and minimal integration with phone system, website fuel station connectivity
36	Is there a preferred backup solution currently in use, or should we propose one?	Yes, prefer to use the current backup solution, but feel free to submit as part of proposal.
37	Do you require 24x7 support coverage, or will business hours coverage with on-call escalation suffice?	24/7/365 monitoring
38	For cybersecurity, are there any compliance frameworks you must adhere (e.g.NIST, CMMC, HIPPA, PCI)?	No
39	What are the current pain points with your IT services (response time, system downtime, cybersecurity, reporting)?	None, current contract expiring, must complete new solicitation.
40	Do you expect dedicated on-site personnel, or will remote support with on-demand site visits meet requirements?	Remote Support with On-Demand site visits will meet requirements and is preferred.
41	What is the expected response and resolution time SLA for incidents (critical, high,medium, low priorities)?	Critical = Immediately High = ASAP Medium = 1 day Low = 2 days
42	Should we propose a tiered help desk model (Level 1, 2, 3 support), or will STAR Transit handle basic end-user issues internally?	Please propose
43	Can you clarify whether pricing should be all-inclusive fixed monthly or itemized by service components (e.g., help desk, O365 support, cyber security)?	Fixed monthly fee - Invoice should itemize service components included each month. Any additional invoices should also itemize items and services.
44	Should pricing for procurement of hardware/software be included in the proposal, or handled separately as needed?	Separately / As-needed
45	Can you please share the number of end users, M365 end users, desktops, laptops, tablets, servers, firewalls, and switches you have in your current environment?	36 devices, 30 current users, 0 tablets, 1 firewall, 1 physical service, 3 switches, 3 virtual servers, 18 desktops, 22 laptops
46	Is audio/Video support also part of this RFP? If so, approximately how many conference rooms, audio/video devices, Teams/Zoom rooms, video cameras, etc. are required for support?	No
47	Do most employees work onsite, remotely , or both?	Both

48	Can you clarify whether STAR Transit expects 24x7x365 support, or will services be limited to business hours with after-hours escalation?	24/7/365 monitoring
49	What SLAs (response times, resolution times) are required for help desk and incident response?	Critical = Immediately High = ASAP Medium = 1 day Low = 2 days
50	What is the expected depth of cybersecurity services (e.g., endpoint protection only, or also vulnerability scanning, SIEM, SOC, pen testing)?	Maximum effort to ensure cybersecurity is sufficient . Can propose different levels or options
51	For cloud/O365: Is STAR Transit expecting full tenant administration, licensing management, and security hardening?	Yes
52	Are there existing third-party vendors (e.g., ISPs application providers) we would need to coordinate with regularly?	No, on occasion work with ISP, website vendors, etc.
53	For procurement of hardware/software: Will STAR Transit provide budgetary approval before purchases, or is that vendor-managed with pass-through billing?	Yes, approval is required before any purchases outside of the fixed monthly billing can be made.
54	How often does STAR Transit want strategic IT planning/roadmaps delivered (annual, quarterly)?	Quarterly
55	What specific deliverables are expected for the Initial Assessment--is it a full IT risk assessment with a remediation plan?	Normal practices with initial assessment
56	Does STAR Transit require periodic reporting (monthly, quarterly) on system performance, incidents, ticket volumes, and security posture?	Monthly
57	For disaster recovery planning, do you expect the vendor to run tabletop exercises or live failover tests annually?	Not expected. Feel free to include.
58	Is there a preferred framework, (e.g., NIST CSF, CIS, ITIL) for reporting and process alignment?	No
59	Will you require regular compliance reporting tied to FTA/TxDOT guidelines?	N/A